

COMMISSIONERS
DOUG LITTLE, Chairman
BOB STUMP
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ORIGINAL

ARIZONA CORPORATION COMMISSION

June 3, 2016

To: Docket Control

RE: Arizona Public Service – Customer Comments

Docket No. E-01345A-16-0036

RECEIVED
2016 JUN -6 A 9:29
AZ CORP COMMISSION
DOCKET CONTROL

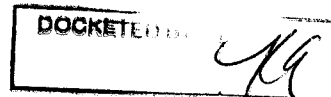
Please docket the attached 8 customer comments opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

JUN 6 2016



E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/2/2016
Opinion Number: 2016 - 131949		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date:	

First Name: Deborah	Last Name: Santiago	Account Name: Deborah Santiago
Address: <<< REDACTED >>>		
City: Peoria	State: AZ	Zip Code: 85383
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Do not allow this rate hike, They are very wasteful and do not need this money. They can use the money they waste on projects and the money they use for lobbyist. Stop them from robbing the residents of Arizona.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/2/2016	Trish Meeter	Email	Investigation
docketed			

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 6/2/2016
Opinion Number: 2016 - 131967 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/2/2016 1:57 PM

First Name: Mike **Last Name:** Brunson **Account Name:** Mike Brunson
Address: <<< REDACTED >>>
City: Peoria **State:** AZ **Zip Code:** 85383
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I am writing to notify you that I am against the proposed modifications to APSs billing structure. I am not against an increase in rates for electricity, I understand that periodically rates need to be increased to compensate for the additional costs associated with the generation and delivery of electricity. I would encourage you to look at a current APS bill, I am happy to provide mine. I would like to see a single (or tiered by hour) per KW price without all the unpredictable fees. Upon examining a current bill, you will see that there are numerous fees associated with it which make budgeting for electrical costs difficult regardless of the per KW charge. I would like to see the Commission institute a mandatory disclosure of total cost, similar to what we have recently seen with airfare and hotels; where previously additional fees were not disclosed and now the total cost must be shown. This allows for more accurate comparisons in the market, it helps the customer get the best deal and forces the companies to price their products/services at competitive rate. APS and the other utility providers should be able to account for all the other fees they currently charge in their per KW usage. Additionally, the current proposal pushes the peak usage to 8pm. I would like to see the peak usage moved earlier as currently one of my biggest cost is my stove top and oven which are both electric and are both required for cooking dinner. I feel the current peak hours are detrimental to families who are striving to have family dinners at home. Extending the peak usage until 8pm, even if it is a shorter window will have negative consequences on families. Finally, I believe their marketing (azenergyfuture.com) to be misleading when compared to the submitted proposal. Their views on the benefits to customers is very skewed and does not accurately reflect the current state of APSs billing nor the proposed changes. Please spend some time thinking about how the proposed changes impact the everyday person and how APS operates as a business (because I dont feel their marketing to the public accurately reflects what they are trying to do as a company).

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/2/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Opinion Date: 6/2/2016
Opinion Number: 2016 - 131971	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/2/2016 3:04 PM	

First Name: Kathie	Last Name: Lucas	Account Name: Kathie Lucas
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85032

Company: Arizona Public Service Company	Division: Electric
For Assignment	Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-16-0036

Kathie Lucas called in to provide her opinion against APS' 8% rate hike and Demand Charge. She stated she takes part in the Energy Assistance Program and does not put on her air conditioning from 9am to 9pm. She is a senior on a fixed income, and she has concerns about how she could cover paying any higher cost.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/2/2016	Al Amezcua	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/3/2016
Opinion Number: 2016 - 131985	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/3/2016 10:29 AM	

First Name: Jerry	Last Name: Emil	Account Name: Jerry Emil
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85032
Home: <<< REDACTED >>>		

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-16-0036	Docket Position: Against
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Caller opposed to rate hike because it makes no sense and he feels they had an increase not that long ago.

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/2/2016
Opinion Number: 2016 - 131944	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/2/2016 12:28 PM	

First Name: Scott	Last Name: Quigley	Account Name: Scott Quigley
Address: <<< REDACTED >>>		
City: Surprise	State: AZ	Zip Code: 85379
Cell: <<< REDACTED >>>		

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I certainly hope that the ACC has a lot more common sense than APS does with these ridiculous rate increases and peak charges they are requesting. Approving these outrageous requests would be a great way to send Arizona's economy to the sewer company since nobody will be able to afford anything else besides electricity. A State where residents require air conditioning almost 9 months out of the year costing them \$400-\$600 a month and they expect them to come up with more money? I read so many posts about families with children trying super cooling or keeping there A/C units set 80 or higher now just to afford their monthly APS bills. NOTHING ever makes APS happy and they already have the most expensive rates. They want to penalize solar customers. Now they want to add these ridiculous charges as well. Soon, the only option we residents are going to have is to sell our homes and move to a state where we can afford to pay for things other than just electricity.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/2/2016	Trish Meeter	Web Submission	Investigation
docketed			

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/2/2016
Opinion Number: 2016 - 131948 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/2/2016 12:45 PM

First Name: Kenneth and Margaret **Last Name:** Hoag **Account Name:** Kenneth and Margaret Hoag
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85022
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

My wife and I are on fixed income which has given us no cost of living increases. We are retired. Your rate increase is unfair to seniors. I urge you to withdraw any rate increase for seniors or certainly those with an income threshold. Rates and bills are already too high. Not fair.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/2/2016	Trish Meeter	Telephone	Investigation
docketed			

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 6/3/2016
Opinion Number: 2016 - 131981 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/3/2016 9:56 AM

First Name: Wayne **Last Name:** Atwell **Account Name:** Wayne Atwell
Address:
City: **State:** **Zip Code:**
Email: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Sirs:

APS is applying for another rate hike that result in a hike of over 20+%.

The first is a flat 8% increase overall, the second is a incalculable hike by re-writing their billing process, and the third is cheating solar customers.

This second process is for those of us that use electricity during peak hours. Who are those people, well that's the stay at home mothers/fathers with young children. That's the stay at home elderly. That's the stay at home special needs people, those of us who have cancer, require dialysis, require special machines to breathe. I am sure you understand. See those that work during the day and are gone, don't care, because it doesn't effect them, only the initial 8%.

The third process is for them to escape the solar issue. First they pushed it with a fever. Now they want us to foot the bill, all the while reaping the benefits of our investment in solar. The federal government is putting into place rules for utility companies to have a certain percentage of generated power, from renew-able resources. So now APS wants their cake and have ice creme too?

I would like an E-Mail response from each of you regarding your position on this rate increase and how you arrived at your decision.

Thank You,

Wayne Atwell

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/3/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/3/2016
Opinion Number: 2016 - 131995 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/3/2016 3:24 PM

First Name: Michael **Last Name:** Mason **Account Name:** Michael Mason
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

From: Michael Mason [mailto:<<< REDACTED >>>]

Sent: Wednesday, June 01, 2016 8:28 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Rate increase by APS

Hello,

My name is Michael Mason, I am writing to you to voice my opposition of the recent APS rate increase requested. APS being the largest utility provider in Arizona really does not need this increase as they do sell power to other states that benefit their customers with low rates yearly. As Arizona customers we pay very high rates with no consideration to our high temperatures in the summer months. I am on a fixed income and will not see any increase, so this will be an additional financial burden. This company needs to find ways to cut costs before requesting a rate increase as I have done with my financial budget.

Hope you will consider denying their request as this will not benefit all Arizona citizens. If you would care to contact me you may at; <<< REDACTED >>> ; or telephone me at <<< REDACTED >>>

I hope this message will make a difference,

Thank you,

Michael Mason

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/3/2016	Trish Meeter	Telephone	Investigation
Docketed			
